



FAQ: everything residential customers need to know about the switch to All IP

What is All IP?

Internet Protocol (IP) is the most successful technology for data transmission worldwide. In addition to data, IP can also be used for images, films, music and voice transmission. At Swisscom, Internet and television have been provided via IP for some time already. Our landline-based telephony service is currently making the switch from analogue to IP. Over half of our customers have already switched to IP. Swisscom plans to switch over all customers by the end of 2017.

What is the reason behind the change to All IP?

We are currently undergoing a period of technological change and moving towards digitisation – not just at Swisscom and in Switzerland, but across the world. Traditional technology has reached the end of its service time. Employees with the right expertise, as well as the right replacement parts, are becoming rare. Swisscom places high demands on the quality of its services and can only achieve its aims through the implementation of IP. IP will simplify many aspects of our lives. Only when all devices, such as telephones, televisions, radios, and one day even refrigerators, speak the same language – namely IP – will new opportunities in the world of communication become possible.

Which customers will be affected by the switch?

All Swisscom TDM connections (both analogue and ISDN) will be affected by the switch to All IP.

How can I tell if the switch to IP will be taking place on my connection?

Contact our free hotline on 0800 882 002 to find out whether you are already making calls via IP. If not, we would be pleased to provide advice and assist you in the switch.

In general:

It is highly likely that you are using the traditional landline-based technology if

- you use a telephone with pulse dialling; this is the case if there is a rotary dial or if there is no star (*) or hash key (#);
- you are using an ISDN device;
- your telephone is directly linked to the telephone outlet (at the wall) rather than to a router or modem;
- it has been more than two years since you last switched your Swisscom landline offer.

How will customers be informed of the switch?

Since March 2014, Swisscom has made regular public announcements about the switch to IP for landline-based telephony. New products and packages will only be available via IP. On a stage-by-stage basis, Swisscom is writing to all customers due to receive a new IP connection. Customers can also implement the switch themselves at any time, and by the end of 2017 at the latest.



What happens with customers who do not understand what this is all about? Will they simply be left without a telephone at the end of 2017?

All customers who have not yet switched to IP will receive a personal letter from Swisscom and will receive tailored advice upon request.

What will change for the customer?

Customers now connect their landline telephone directly to the router rather than to the telephone outlet. The router is then connected to the telephone outlet. When you place an order for one of the new offers, along with the router, you will receive a simple operating manual clarifying the most important steps to be taken. This can also be found on the Internet at www.swisscom.ch/en/residential/help (click on fixed network > set up a landline). Of course, you can also contact your Swisscom partner or electronics provider at any time.

What are the advantages for me of a switch to IP landline-based telephony?

- Considerably improved sound quality (HD high definition) in phone calls with an HD landline telephone from Swisscom
- Unwanted advertising calls can easily be blocked
- With certain models of telephone, if the caller has published their name in the telephone book, you will see their name on your display

I previously had an analogue landline connection. Will I receive a router?

Yes, customers will receive a router (Internet-Box light) from Swisscom free of charge. Customers who already have an older model of router will also receive a newer model.

Can I keep my old telephone device?

Practically all landline devices (IP telephone, analogue DECT, corded telephone) can still be used. Exceptions include rotary dial telephones, telephones with impulse dialling (can still be used with a converter), and ISDN devices for residential customers.

Which solutions are available to me as an ISDN customer?

- If you would like to continue to benefit from the advantages of ISDN, with the new IP technology, you can also use two or three telephone numbers in parallel. The corresponding Swisscom offer is called MultiLINE and is available from CHF 15/month on top of your IP telephony offer.
- Existing ISDN devices must be replaced by IP-compatible HD phones or analogue telephones.
- ISDN home cabling must be adjusted in all cases. These adjustments will be carried out free of charge by a Swisscom technician.

What about my fax device?

In principle, fax devices will continue to function as before, although some quality issues may arise. As with landline telephones, with IP, fax devices must be directly connected to the router. If your analogue fax device no longer functions properly after switching to All IP, please apply the following settings on your device:



- Reduce the transmission rate (e.g. from 14400 bps to 9600 bps) (not recommended for multi-page faxes)
- Turn error correction off → ECM (error correction mode)
- For fax devices not sold by Swisscom, please check the following settings:
 - a) Country settings → "Switzerland"
 - b) Impedance → "complex impedance" – not 600 ohm
 - c) Dialling procedure → "tone dialling procedure/DTMF" – not impulse dialling/decadic dialling

Will the landline-based telephony become more expensive due to All IP?

No, the switch to All IP will have no influence on the price of the landline-based telephony. Swisscom is committed to finding a new and appropriate offer for every customer.

I do not want to switch to IP. Can I move to a different telephone provider?

Of course, this is always possible – however, our competitors will also be switching to IP. Some of our competitors' networks already operate exclusively via IP. The switch is not being driven by Swisscom – it is happening worldwide, which is why our competitors are also switching to IP.

How reliable is IP telephony?

In principle, outages can occur with any technology. Customer satisfaction following the switch to All IP has either improved or remained the same.

Is it true that energy consumption will increase due to the router?

If the customer already has a package with Internet and then switches to IP telephony, energy consumption will remain practically unchanged. If the customer had until this point only used a traditional landline connection, the switch to IP will entail a small increase in energy consumption, as the telephone will now function via the router. The Internet-Box light for residential customers consumes around 45 kWh per year, which corresponds to annual electricity costs of around CHF 9. The router must be connected in order for the telephone to function. If the customer would like to save electricity by turning off their router at night or during vacations, yet still remain available by telephone, they can set up call forwarding, for example to their mobile phone, via the online Swisscom Customer Centre. This forwarding service also ensures that the customer will remain available by telephone during unplanned situations, such as Internet or router disruptions or power outages. The switch to landline-based telephony through IP also entails medium-term advantages on an economic level, since less energy will be required than today. The reason for this is the discontinuation of systems at telephone exchanges. Swisscom estimates a reduction in overall energy use for landline-based telephony in Switzerland of around 25%.

What do I do if there is a power outage? The router will not work and therefore neither will the Internet nor the telephone.

With IP telephony, calls can be forwarded to a mobile device. This means you will still be contactable in

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case of disruption to the service. For business customers, offer packages including an "Internet backup" are available. If there is a network outage, the customer will be able to surf the Internet and make telephone calls as usual. The majority of end devices (routers, DECT devices) are connected to the power supply and will therefore cease to work during a power outage. Emergency calls via a mobile phone in case of a regional power outage will also continue to be possible in principle.

What can customers in an area with poor mobile network coverage do? How can you remain contactable during a power outage?

The new landline-based telephony (IP) system from Swisscom now offers extremely high availability. Short outages may nevertheless occur, for example, due to network problems or external influences such as power outages, damaged cables or flooding. For such cases, a redirection service can be set up in the Customer Centre, whereby calls to the landline will be automatically forwarded to a mobile number, for example. Swisscom reaches over 99% of Switzerland's population with its mobile service. View the network coverage at

<https://scmplc.begasoft.ch/plcapp/pages/gis/netzabdeckung.jsf?netztyp=lte>.

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Residential customers:

However, if you happen to live in an area with poor mobile network coverage, specialist shops offer a range of options for a temporary solution in case of a power outage, such as battery packs or satellite telephones.

Business customers:

Swisscom offers customised solutions for business customers with especially high requirements. Please contact us on 0800 055 055.

Many emergency call systems in lifts function via the analogue telephone network. What do I as an owner of such a system need to do?

In the future, lift telephony will operate using the mobile network. Swisscom therefore recommends switching to the mobile network as soon as possible. The mobile network is a comprehensive battery-powered backup system and will continue to operate for one hour if there is a power outage. Swisscom is therefore currently setting up an IP landline-based solution. The IP landline network is for the most part a comprehensive backup system which is run on batteries. If the router also has a battery, an analogue lift telephone can continue to operate through the analogue interface of the router without problems.

The customer should contact the supplier or manufacturer of the system directly for expert advice.

Do alarm systems connected to the analogue telephone network also need to be switched?

The alarm system will first need to be checked to see if it is IP-compatible. Many systems will continue to function after the advent of IP. Swisscom advises its customers to check with the manufacturer or supplier whether their systems will operate securely through the IP system.



Do wristwatch-style emergency call systems need to be replaced?

Devices marked "TeleAlarm" do not always function correctly with All IP and should be replaced. SmartLife Care is Swisscom's improved emergency call device for use in the home. Composed of a base station and a trigger worn on the body, the device allows the customer to quickly call for help in case of a fall. More information: www.swisscom.ch/smartlifecare

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Do I personally have to pay for new equipment or a replacement alarm system when switching to IP telephony?

In principle yes, as the switch is necessary as part of an inexorable technological development currently being implemented worldwide. If the customer only has a single connection, the router will be free of charge. Customers only require an IP-compatible or HD telephone if they wish to take advantage of all of the benefits of the new landline-based telephony system.

If I need to change my subscription due to the switch to IP, will the price remain the same?

- It will be necessary to change your subscription when switching to IP. For the basic products in the primary services range (landline-based telephony and basic Internet services), you will receive the same product at the same price.
- There has been substantial progress with the combination subscriptions (Internet, telephone and television) in recent years. There are now products available that offer a considerably greater scope of service at the same price, such as free landline telephone calls, higher Internet speeds, or a wider range of TV features. Further details on the currently available packages on offer can be found at <https://www.swisscom.ch/en/residential/packages/offers>.
- The termination period does not apply to the switch to an IP product. The remaining term will simply be carried over to the new product. This also applies to changes to basic products, such as the landline offer for CHF 25.35 per month.

More information

For general questions:

Residential customers: free hotline 0800 800 800

General information on All IP:

<https://www.swisscom.ch/en/about/company/network/all-ip>

IP landline-based telephony for residential customers:

<https://www.swisscom.ch/en/residential/fixed-network/offers-tariffs.html>

Details on lift telephony:

<https://www.swisscom.ch/en/about/company/network/all-ip/lifttelephone.html>

Details on alarm systems:

<https://www.swisscom.ch/en/about/company/network/all-ip/alarmsystems.html>

